DynamixPOS

Operator User Manual

Fiscalised Point of Sale for the Fiji Revenue & Customs Service (FRCS) VMS / VSDC

Version 1.0 • For cashiers, shopkeepers and store supervisors

---

1. About this manual

This manual explains how to operate DynamixPOS for everyday sales and refunds, and how fiscal data is created, stored and made available for **local** and **remote audit** by FRCS.

DynamixPOS connects to the FRCS Virtual Sales Data Controller (VSDC) over a secure mutual-TLS channel. Every completed sale and refund is sent electronically to the VSDC, which returns an official **fiscal invoice number**, a **digital signature**, a **verification URL** and a **verification QR code**. This fiscal data is printed on the customer receipt and stored in the system for audit.

> **Key rule for operators:** A transaction is only *fiscally valid* once the VSDC returns a fiscal invoice number and QR code. If fiscalisation fails, the receipt is **not** a legal fiscal invoice — see Section 11 (Troubleshooting).

2. Roles and access

Role	Can do
Cashier	Log in, create sales, take payments, print receipts
Supervisor	All cashier actions + process refunds/returns, reprint invoices
Administrator	All of the above + settings, certificate/PAC configuration, user management

Only an **Administrator** should change the fiscal settings (Section 3). Cashiers should never share their login — the cashier username is printed on every fiscal invoice and is used for accountability during an audit.

3. One-time fiscal setup (Administrator)

Before the first sale, an administrator configures the connection to FRCS. This is done once per till/business location.

1. Log in as Administrator.
2. Open **Settings** → **Certificate Settings**.
3. Enter the values issued by FRCS:
   - **API URL** — the VSDC endpoint (e.g. sandbox `https://vsdc.sandbox.vms.frcs.org.fj/api/v3/invoices`, or the production URL issued to your business).
   - **PAC** — the PAC code supplied with your certificate.
   - **PFX / P12 Certificate** — upload the digital certificate file issued to your TIN.
   - **PFX Password** — the password protecting the certificate.
4. Save.

The system verifies that all four items are present before it will fiscalise transactions. If any item is missing, fiscalisation is disabled and receipts will not carry a fiscal invoice number.

> **Security:** Keep the certificate file and password confidential. They represent your business's fiscal identity with FRCS. Do not email them or store them in shared folders.

4. Logging in and starting a shift

1. Open the DynamixPOS web address in your browser.
2. The landing page appears; click **Login**.
3. Enter your username and password.
4. You are taken to the Dashboard. Open the **POS** screen to begin selling.

At the start of a shift, confirm the printer is loaded with 80mm thermal paper and that a test reprint of a previous fiscal invoice prints the QR code clearly.

5. Making a normal sale (Normal Sale / SALE)

1. Open the **POS** screen.
2. Add items to the cart by scanning the barcode, or searching by name/SKU and clicking the item.
3. Adjust quantities as needed. Line totals and tax update automatically.
4. Select the **Customer** (or use the default walk-in customer).
5. Click **Pay / Checkout** (a normal sale is the default).
6. Choose the payment method(s) — Cash, Card, Cheque, or Other. Split payments are allowed: enter an amount against each method until the full total is covered.
7. Click **Confirm** to complete the sale.

What happens automatically: the sale is saved with a local invoice number; DynamixPOS builds the fiscal payload and sends it to the FRCS VSDC; the VSDC returns the fiscal data (invoice number, counter, signature, QR, journal); the fiscal receipt opens ready to print.

5a. Advance (credit) sale

1. Select a **named customer** (credit cannot be issued to a walk-in customer).
2. Add the items to the cart.
3. Click the **Advance** button. The sale is saved with zero payment, the amount is posted to the customer's ledger as credit, and it is fiscalised as an **Advance Sale**.

Reading tax labels

The VSDC calculates VAT from the item's tax label. DynamixPOS uses the FRCS Fiji labels:

Label	Rate	Meaning
A	9%	Standard VAT
B	0%	Zero-rated / exempt
D	15%	—
G	12.5%	—

The label prints beside each item name on the receipt, and the tax breakdown shows the tax per label.

6. Printing the fiscal receipt

The receipt prints on 80mm thermal paper and contains, in order:

1. The **fiscal journal** exactly as returned by the VSDC (business name, TIN, location, address, cashier, items with tax labels, totals, tax breakdown, SDC time, SDC invoice number, invoice counter).
2. The **verification QR code** (scannable) — printed before the `END OF FISCAL INVOICE` line.
3. The `END OF FISCAL INVOICE` banner.

Customer verification: A customer (or an auditor) can scan the QR code, or open the verification URL, to confirm the invoice against FRCS records.

To reprint, open the sale from the **Sales** list and choose the fiscal print option. A reprint is submitted as a **Copy** invoice — it does not create a new original sale.

7. Refunds / sales returns (Normal Refund / REFUND)

A refund must always reference the original fiscalised sale. You cannot refund a sale that was never fiscalised.

1. Open the **Sales Return** screen.
2. Search for and select the **original sale** (only fiscalised sales can be selected).
3. The system loads the original sale details: customer, local invoice number, original fiscal invoice number, items, quantities, prices and taxes.
4. Choose the return type: **Full return** (all items/quantities) or **Partial return** (reduce the quantity per line).
5. The system validates: the original sale exists and is fiscalised; the original fiscal invoice number and date/time exist; returned quantity does not exceed the quantity sold; the sale has not already been fully returned.
6. Confirm the refund and payment method.
7. Click **Save / Process Return**.

What happens automatically: a return invoice is created; DynamixPOS submits a **REFUND** transaction to the VSDC referencing the original sale's SDC fiscal invoice number and date/time; the VSDC returns fiscal data; the fiscal return receipt opens ready to print (journal verbatim + QR + end banner).

> The refund type follows the original sale: a refund of a Normal Sale is a **Normal Refund**; a refund of an Advance Sale is an **Advance Refund**. A reprint of a refund is submitted as a **Copy Refund**.

8. What is stored for each transaction (fiscal record)

For every sale and refund, DynamixPOS stores the fiscal data returned by the VSDC. This is the record an auditor will inspect:

- Local invoice number and transaction date
- Cashier (username) and customer
- Items, quantities, prices, tax labels
- **SDC fiscal invoice number** and **invoice counter** (e.g. `8/8NS`)
- **SDC date/time**
- **Verification URL** and **verification QR code**
- **Digital signature** and encrypted internal data
- **Fiscal journal** (the full receipt text) and **MRC** (Machine Registration Code)
- Fiscal status (success / failure)
- For refunds: the original SDC fiscal invoice number and date/time

This data is retained and cannot be edited by cashiers. It forms the audit trail.

9. Local audit (on-site inspection)

A **local audit** is when an FRCS officer, or the business owner, inspects fiscal records directly from the DynamixPOS system on site.

1. Log in with an account that has reporting/return access (Supervisor or Administrator).
2. Open the **Sales** list — each row shows the local invoice number, date, cashier, amount and fiscal status.
3. Open a sale/return and choose the fiscal print/preview. The stored journal, SDC fiscal invoice number, invoice counter, SDC date/time, QR code and verification URL are shown exactly as issued by the VSDC.
4. Scan the printed QR code, or open the verification URL, to confirm the invoice matches FRCS records on the spot.
5. Review refunds from the **Sales Return** list; each return shows its own fiscal invoice number and the original sale's fiscal invoice number it refers to.

Because each printed receipt reproduces the VSDC journal verbatim and carries the signature and QR code, any printed receipt on file is itself an auditable record.

10. Remote audit (FRCS server-side)

A **remote audit** is performed by FRCS using the data the VSDC recorded when each transaction was fiscalised. DynamixPOS is an **online** VSDC solution: every sale and refund is transmitted to FRCS in real time at the moment it is completed, so FRCS already holds the fiscal record independently of the till.

- No manual export or upload is required for routine remote audit — fiscalised transactions reach FRCS automatically at the time of sale.
- Each transaction's verification URL / QR code lets FRCS confirm a specific invoice against the FRCS record remotely.
- The SDC fiscal invoice number, invoice counter and signature stored on the receipt are the reference keys FRCS uses to locate the transaction on their servers.
- If FRCS requests reconciliation, an Administrator can list all transactions for a date range and cross-check fiscal invoice numbers and counters against the FRCS portal.

If a transaction did not reach FRCS (e.g. the connection was down), it shows a failed fiscal status locally and will not appear in the FRCS remote record. Such transactions must be re-fiscalised (Section 11).

11. Troubleshooting

Symptom	Meaning	What to do
Receipt has no fiscal invoice number / no QR	The VSDC did not fiscalise the sale	Check internet connection; confirm certificate/PAC in Settings; retry. Do not hand the non-fiscal receipt to the customer as a legal invoice.
"VMS: PFX certificate not uploaded"	Fiscal settings incomplete	Administrator must complete Certificate Settings (Section 3).
"Original sale is not fiscalised" on a return	Returning a sale that never reached FRCS	Only fiscalised sales can be refunded. Verify the original sale's fiscal status first.
"Returned quantity cannot exceed sold quantity"	Return quantity too high	Reduce the return quantity to at most the sold quantity.
Duplicate return blocked	The sale was already fully returned	Check the Sales Return list for the existing refund.
QR prints faint / cut off	Printer/paper issue	Use 80mm thermal paper; reprint; clean the print head.

If fiscalisation repeatedly fails, stop and contact your administrator or FRCS support before continuing to trade, so that no unfiscalised sales are issued.

12. Daily good practice for operators

- Log in with your own account; never trade under another cashier's login.
- Confirm the first receipt of the day prints a QR code and fiscal invoice number.
- Always give the customer the printed fiscal receipt.
- For a refund, always start from the original sale — never key a refund manually.
- Report any receipt missing a fiscal invoice number to your supervisor immediately.
- At end of shift, review the Sales list for any transaction with a failed fiscal status and escalate.
